



# Round House Café Customer Feedback

**Questions, Comments, Kudos & Klouts July 2013**

**I was checking my account and it looks like I was charged twice for my breakfast. Maybe it will clear out on its own? I eat in the Café a lot and I may be just confused on the dates.** Thanks for letting us know. We researched your inquiry based on the information you provided and discovered that they were, in this case, separate purchases. Sometimes we find, for instance, that a Tuesday charge doesn't post until Thursday or Friday; and then your Thursday charge posts the same day it occurred, making it look like two transactions on the same day. Apologize for any confusion. Hope this info helps.

**Thank you for selling the Beans and Wheat in the one pound bags in the Café. When we want to prepare them at home, it saves us a trip to a market off the Community. What is the price again?** Thanks. We are able to provide these items as a service, practically "at cost". We purchase the products in bulk from a company on the TO Community, and then reduce them to 1 pound packages for resale at \$3.50 each. We are glad the service meets Community needs.

**I just wanted to let you know that my large fountain drink cup leaked around the lower edge this morning.** We apologize for this inconvenience. We have been in touch with both our supplier AND the manufacturer, all the way back to the factory, as this has been an ongoing issue with our cups. Just when we haven't heard any complaints for six months, another cup leaks. In view of your latest experience, the manufacturer's rep visited with us within a week and replaced our product. Thank you for letting us know – again. ☺

**I just got the worst omelet I've ever had in my life. I choked it down because I was hungry and in a hurry, but it was horrible. Asked for a cheese and spam omelet, but there was no cheese in or on top. The omelet was burnt brown on the top, had no "omelet" form, and was actually runny in the box underneath. How does a cook do that? How can a cook serve that? I've had many omelets from the grill before that were perfect. Just frustrated.** Thank you for letting us know about your bad omelet and we did give you a credit. We have made some adjustments in our food preparation team at the grill and hope all of our customers will notice immediate improvements in both food quality and customer service. Thanks, again, for your continued support and for letting us know. ALWAYS let us know. We'll make it right.

**My daughter is trying to collect 5 gallon buckets to do a container gardening project. Do you use them in the café? If so, is there any way to get the used buckets? Is there a charge?** Thanks for asking, and yes, we can help folks out with specific requests. We always save the buckets for such requests. Some people pick them up and use them as grease disposal buckets for their home made popovers and other fried foods. We don't have many, so if you really need some, just contact Dan or Danielle in the Café at x5537 or 5538 and they'll make arrangements with you, no charge.

**This morning I purchased a Long John donut. AGAIN, I was disappointed. It was old (stale). I quit purchasing from the Café for this reason, but decided to give it one more try. Very disappointed. P/S - I have sent a concern before.** Apologize for your difficulty in obtaining a fresh donut, but we couldn't give you any credit because your concern was sent anonymously. If you let us know who you are, we will always give you credit. Of course, it sounds like you don't want a credit – just fresh donuts the FIRST time, and we are sorry for your frustration. We're not sure why your donut seemed old. We can only say that they are delivered fresh to the Café about 5 am every day, Monday through Thursday. Hope this information helps.

**Thanks for the Tamale contest and free samples. That was fun. Does the Café ever sell Tamales, and if so, how would I order some?** Thanks for asking, but we do not sell them "daily" like the popovers and chumuth. We only sell them once in awhile as a lunch special. They are very labor intensive, and, as a result, cost prohibitive. As for the contest, our own David Nash finished fourth with his entry. Glad you enjoyed it.

**The \$25 Walmart card I won is inactive. I've called Walmart and they say I need a code. Can you help me get it activated?** Sorry about that for sure. Five years of contests and prizes, and you are lucky enough to get the FIRST card that didn't work. You gave us back the card and we are working directly with Walmart to resolve the problem. Thanks for supporting the Café, and for your patience. ☺

**I just came back from breakfast. I stood waiting for about 5 minutes and not one staff greeted me or asked if I had been helped. There were three workers present, talking amongst themselves. So I left w/just a banana.** Thank you for letting us know. We are very sorry that happened and offered you a free breakfast on us. We discuss customer service every day in our staff meetings and used your email as a training point. Thanks again for letting us know.

## **Kudos & Klouts (Customer Comments and/or Suggestions)**

- Can I buy just a pickle wedge slice like you give out with deli sandwiches? (Yes you can!)
- This week's BBQ was excellent. EVERYTHING was perfect – beans, Mac & cheese, the beef, the pork and the sauce.
- Last time's BBQ sauce was horrible. This time you got it right. Yay! Great job.
- I like the new guy – Greg. He wraps the breakfast burros tightly. And he's both friendly AND helpful.
- Tried the Strawberry-Rhubarb Tartlet. Never had rhubarb before. Very good. Only thing missing was whipped cream.
- Those Spanish Piada wraps are off the charts. I will have one every time you serve them.
- Salad today was horrible (we gave you a credit for a future visit. Thanks for letting us know).
- Love it when you serve the steak & eggs for breakfast. Costs more, but worth it.
- You guys do good work. Thank you for all that you do to keep fun and variety at the Round House.
- You found my debit card, held it for me, and let me pick it up after hours. Thank you!
- That cucumber "spicy" salad is delicious. A hidden "kick" at the end – but too many onions. Still, very good.
- You took my catering order at literally the last minute. My mistake. I just can't say "thank you" enough for your service.
- Monica's doing a great job on the grill. Good food. Good portions. Good smile. Good service. Thanks.
- Pitted beef always good, but your staff made me a pitted beef burro with Mexican toppings. Yummy. Fantastic service.
- Hair in my breakfast burrito this morning. (Despite our best efforts, it sometimes happens. Apologies; we gave you a credit.)

## **To submit your feedback...**

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 5.2; July 2013)

